

AMENDMENT

This listing of claims will replace all prior versions, and listings, of claims in the application:

Listing of Claims:

1. (Previously Presented) A method comprising:

determining whether a probability of conducting a successful dialog with a user exceeds a first threshold, a successful dialog being a dialog exchange between an automated dialog system and the user that results in processing of an input communication of the user to a stage consistent with the user's intent, wherein if the first threshold is exceeded, further dialog is conducted with the user, and

wherein the probability is determined using dialog training data stored in a dialog training database, the dialog training data including at least one of dialog classification models and extracted dialog features.

2. (Original) The method of claim 1, wherein if the first threshold is not exceeded, the user is routed to a human for assistance.

3. (Original) The method of claim 1, further comprising:

determining whether a probability of conducting a successful dialog with the user exceeds a second threshold, the second threshold being greater than the first threshold, wherein if the second threshold is exceeded, further dialog is conducted with the user using a current dialog strategy.

4. (Original) The method of claim 3, wherein if the second threshold is not exceeded, further dialog is conducted with the user using an adapted dialog strategy.

5. (Previously Presented) The method of claim 4, wherein the adapted dialog strategy includes one of prompting the user with choices and prompting the user to confirm recognition and understanding data.

6. (Previously Presented) The method of claim 1, wherein the user's input communication includes at least one of verbal and nonverbal communications.

7. (Original) The method of claim 6, wherein the nonverbal communications include at least one of gestures, body movements, head movements, non-responses, text, keyboard entries, keypad entries, mouse clicks, DTMF codes, pointers, stylus, cable set-top box entries, graphical user interface entries, and touchscreen entries.

8. (Original) The method of claim 1, wherein the method is used for customer care purposes.

9. (Original) The method of claim 1, wherein the probability is determined using recognition and understanding data derived from the user's input communication.

10. (Canceled)

11. (Previously Presented) The method of claim 1, wherein the extracted dialog features are derived from recognition, understanding and dialog data.

12. (Previously Presented) A method comprising:

for a first input communication of a user, determining whether a probability of conducting a successful dialog with the user exceeds a first threshold, a successful dialog being a dialog exchange between an automated dialog system and the user that results in processing of an input communication of the user to a stage consistent with the user's intent;

if the first threshold is exceeded, storing a first dialog exchange in a dialog history database, wherein the first dialog exchange includes a first automated dialog output and the first input communication of the user and the further dialog conducted with the user results in a second dialog exchange, wherein the second dialog exchange includes a second dialog output and a second input communication of the user; and

determining whether the probability of conducting a successful dialog with the user exceeds the first threshold using the first dialog exchange and the second dialog exchange.

13. (Canceled)

14. (Canceled)

15. (Previously Presented) An automated dialog problem prediction system, comprising:

a dialog manager that outputs dialog to a user;

a dialog predictor that determines whether a probability of conducting a successful dialog being with the user exceeds a first threshold, a successful dialog being a dialog exchange

between an automated dialog system and the user that results in processing of an input communication of the user to a stage consistent with the user's intent, wherein if the first threshold is exceeded, the dialog predictor prompts the dialog manager to conduct further dialog with the user; and

a dialog training database for storing dialog training data, wherein the dialog predictor determines the probability using the dialog training data stored in a dialog training database, the dialog training data including at least one of dialog classification models and extracted dialog features.

16. (Original) The system of claim 15, wherein if the first threshold is not exceeded, the dialog predictor prompts the dialog manager to route the user to a human for assistance.

17. (Original) The system of claim 15, wherein the dialog predictor determines whether a probability of conducting a successful dialog with the user exceeds a second threshold, the second threshold being greater than the first threshold, and if the second threshold is exceeded, the dialog predictor prompts the dialog manager to conduct further dialog with the user using a current dialog strategy.

18. (Original) The system of claim 17, wherein if the second threshold is not exceeded, the dialog predictor prompts the dialog manager to conduct further dialog with the user using an adapted dialog strategy.

19. (Original) The system of claim 18, wherein the adapted dialog strategy includes one of prompting the user with choices and prompting the user to confirm the recognition and understanding data.

20. (Previously Presented) The system of claim 15, wherein the user's input communication includes at least one of verbal and nonverbal communications.

21. (Original) The system of claim 15, wherein the system is used for customer care purposes.

22. (Original) The system of claim 15, wherein the dialog predictor determines the probability using recognition data provided by a recognizer and understanding data provided by a language understanding unit, and the recognition and understanding data is derived from the user's input communication.

23. (Canceled)

24. (Previously Presented) The system of claim 15, wherein the extracted dialog features are derived from recognition, understanding and dialog data.

25. (Previously Presented) An automated dialog problem prediction system, comprising:
a dialog manager that outputs dialog to a user;
a dialog predictor that determines whether a probability of conducting a successful dialog with the user exceeds a first threshold, a successful dialog being a dialog exchange between an

automated dialog system and the user that results in processing of an input communication of the user to a stage consistent with the user's intent, wherein if the first threshold is exceeded, the dialog predictor prompts the dialog manager to conduct further dialog with the user; and

a dialog history database that stores a first dialog exchange, wherein the first dialog exchange includes a first automated dialog output and a first input communication of the user, and the further dialog conducted with the user results in a second dialog exchange, the second dialog exchange including a second dialog output and a second input communication of the user, and the dialog predictor determining whether the probability of conducting a successful dialog with the user exceeds the first threshold using the first dialog exchange and the second dialog exchange.

26. (Canceled)

27. (Original) The system of claim 15, further comprising:

a recognizer that recognizes the user's input communication; and

a language understanding unit that applies a confidence function to the recognized portions of the user's input communication and provides an input to the dialog predictor.

28. (Canceled)

29. (New) The method of claim 1, wherein the method is stored in the form of instructions on a computer readable medium for controlling a computing device.